



NEIGHBORHOOD SERVICES SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of professional administrative duties associated with coordinating City services to established neighborhoods; to assist in planning, developing, and implementing various programs designed to preserve the integrity of residential areas and promote a sense of community; and to provide technical and informational services to neighborhood associations, homeowners associations, and affiliate groups.

Supervision Received and Exercised:

Receives direction from the Neighborhood Program Director.

May provide functional direction to assigned administrative support staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Attend neighborhood meetings; survey citizen views and tabulate results; facilitate discussion of perceived neighborhood problems and possible solutions; and report citizen views and issues to appropriate city staff.
- Respond to citizen inquiries; refer questions to appropriate City department/division or otherwise coordinate problem resolution.
- Research and respond to Council/City Manager inquiries; provide Council and City Manager periodic updates of neighborhood issues and activities.
- Assist in neighborhood services program development activities; work with city staff to plan and implement new projects and programs; lead or participate on independent committees working on neighborhood problems.
- Provide staff support to neighborhood workshops, or various neighborhood task forces or committees as assigned.

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- Respond to press inquiries; may state City's position on issues if authorized to do so; acts for, or fills in for, the Neighborhood Program Director in the latter's absence.
- Coordinate the maintenance of mailing lists, and the duplication and mailing of neighborhood newsletters, and agendas for various City boards and commissions.
- Attend and help coordinate conferences and workshops; reviews current literature to stay informed about developments in the field.
- Prepare a variety of reports, correspondence, and statistics regarding program activities.
- Perform related duties as required.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience in planning, developing or organizing neighborhood programs, doing community relations work, or conducting public outreach programs.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in public or business administration, planning, urban affairs, or a related field.

Licenses/Certifications:

Possession of, or ability to obtain, a valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 0743

Salary Range: 37

FLSA: Exempt